

SAP Customer Data Cloud Implementation

OEM: SAP • Code: C4H62



COURSE DESCRIPTION

This course will guide you through the main concepts and functionalities of SAP Customer Data Cloud. You will gain an in-depth understanding of the implementation of the key business scenarios of the SAP Customer Data Cloud solution. In addition, you will discover the B2B capabilities of SAP Customer Data Cloud. Through live demos and hands-on exercises, you will learn the configuration options in SAP Customer Data Cloud and development using Customer Data Cloud APIs and SDKs. Hands-on activities include customizing Data Schema, implementing Customer Identity using Screen- sets and Web SDK, implementing Customer Consent, working with Customer Data Cloud API, and implementing single sign-on. The hands-on activities for B2B CIAM include activating Organization Management , customizing Organization and Member Schema, creating Assets, Actions, Applications and Policies, setting up Authorization, and implementing Organization Management.

AUDIENCE PROFILE

- Solution architects
- Technical consultants
- Functional consultants
- Developers

PREREQUISITES

Recommended

- Previous JavaScript, Web Development, and REST Experience

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- Understand the underlying technical concepts in SAP Customer Data Cloud
- Perform configurations using the "SAP CDC Console"
- Integrate SAP Customer Data Cloud in your web applications
- Leverage Identity Exchange tools
- Understand B2B organization and access management using SAP CIAM for B2B

Module 1: Aligning SAP Customer Data Cloud Regulations and the CX Portfolio

- Connecting SAP Customer Data Cloud with Regulation Needs
- Connecting SAP Customer Data Cloud with the SAP Customer Experience Solutions

Module 2: Configuring and Administering a Console Site

- Configuring a Console Site
- Hands-on Exercise

Module 3: Configuring Schema

- Determining which data store to use
- Recognizing the Account structure
- Viewing and Editing Schema Fields
- Designing Group Models
- Configuring and Designing Data Store Schema
- Hands-on exercise

Module 4: Managing Customer Identity

- Discovering Customer Identity
- Creating a Lite Registration
- Hands-on exercise
- Creating Full Registration Accounts
- Hands-on Exercises
- Managing Screenset and Workflows
- Discovering Authentication Security Options
- Developing and Debugging Applications
- Reacting to identity events in real time
- Hands-on exercise

Module 5: Using REST APIs to deliver Identity flows

- Utilizing REST APIs
- Hands-on exercise

Module 6: Exploring Authentication Methods

- Utilizing Social Login to Register and Login
- Implementing the Phone Number Login Authentication Option
- Implementing Email One-Time-Passcode and Magic Link Login
- Applying RBA rules in the Console
- Hands-on exercise

Module 7: Exploring Advanced Authentication Methods

- Certificate Provisioning Configuration
- Exploring the Push Authentication Option
- Exploring FIDO Authentication
- Setting up Site Groups and Single Sign On SSO
- Exploring Global Access

Module 8: Managing Customer Consent

- Discover Customer Consent Regulations
- Managing the SAP Customer Consent Regulations
- Discover SAP Customer Consent Version Control
- Managing Consent Interactions Using the Consent Vault
- Configuring the Self-Service Preference Center
- Hands-on exercises

Module 9: Using Extensibility Solutions

- Configuring Webhooks
- Configuring Extensions
- Defining JavaScript Parameters
- Hands-on exercises

Module 10: Managing Identity Exchange

- Discovering the SAP Customer Profile
- Utilizing GConnectors
- Configuring Dataflows and Components
- Ensuring Compliance Using Dataflows
- Hands on exercises

Module 11: Managing Federation

- Defining Federation
- Configuring SAML
- Configuring OpenID Connect (OIDC)
- Utilizing JSON Web token (JWT)
- Hands- on exercises

Module 12: Implementing SAP Customer Data Cloud B2B

- Exploring the B2B Capabilities
- Configuring B2B Org Setup
- Hands-on exercise

Module 13: Configuring authorization setup

- Hands-on exercise

Module 14: Implementing Org Management

- Hands-on exercise